



Dear customer,

Welcome to Spain!

On behalf of Perla Tours we would like to thank you for using our transfer services booked for you.

**Your arrival instructions are as follow,**

From Barcelona Airport:

Barcelona Airport has 2 terminals Terminal 2 (B and C) and Terminal 1.

If your flight land on Terminal 1:

Please take the FREE airport bus (marked T1-T2) to Terminal 2 and once there, enter into the B Section the Terminal 2 an look for a LARGE STATUE OF A BLACK HORSE on the middle of the Terminal 2. This is your meeting point with our representative who will be there with a Perla Tours sign waiting for you.

If your flight land on Terminal 2:

After exiting the baggage reclaim, look for a LARGE STATUE OF A BLACK HORSE on the middle of the Terminal 2. This is your meeting point with our representative who will be there with a Perla Tours sign waiting for you.

From Girona Airport:

After exiting the baggage reclaim, look for a Perla Tours staff member, who will be standing with a Perla Tours sign waiting for you.

From Reus Airport:

After exiting the baggage reclaim, look for a Perla Tours staff member, who will be standing with a Perla Tours sign waiting for you.

**What to do if you don't find our representative?**

If, for any reason, you don't find our representative within 15 minutes of your arrival at the meeting point, then please contact our **emergency number on (0034) 636 597 252** (English speaking) where we will be able to assist you further.

You can try also to find your coach by following the instructions below:

On departing Terminal B, turn right and walk along the covered walkway for approximately 50 metres where you will encounter the bus parking bays and your driver.

N.B. We cannot be held responsible for any costs incurred if you do not contact the Perla Tours team on the Emergency Number.



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tours

### **Very important information:**

For your convenience, we have placed in the hotels our information books where you will find general information of the resort, information about transfers to Barcelona and Girona Airports, as well a complete list of all guided touristic excursions available in the area.

Do not forget, that if you also booked a return transfer, an informative fax will be sent to the hotel 24 hours prior departure with all the transfer details. We do advise you to check that fax to confirm your transfer information as the service schedule can be changed by a force majeure reason.

As this is a shuttle service, vehicles can run slightly early or late depending on traffic and other passengers not being on time. Therefore, please be at your designated pick-up point at least 15 minutes before your pick-up time. If your transport has not arrived 10 minutes after your given pick-up time please call to our **emergency number on (0034) 636 597 252** (English speaking). Finally, don't forget to collect your passport from the hotel and your flight tickets.

Please note that sometimes delays may occur due to traffic jams, accidents, roads closed due special events, local fiestas or major works, for which we cannot be held responsible.

In any case, if you still have doubts or queries you can ask at reception, check our information books or call our local office on the **902 73 46 50** from Monday to Friday between 9.00 till 18.00 and Saturday from 10.00 till 18.00.

Once again we thank you for using Perla Tours services.

We hope you enjoy your holiday in the Costa Brava.

Perla Tours Travel Agency

[www.perlatours.com](http://www.perlatours.com)